



Fermilab

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Director's Office •

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M.S. 314

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To: All Fermilab Employees

From: Piermaria Oddone

Subject: Quality Assurance—An Integrated Responsibility

To successfully accomplish the unique science mission of Fermilab requires everything we do at the laboratory to be of the highest quality. Everything we accomplish depends on doing the right thing the right way and continually improving our processes and methods. Whether working in a collaboration, in operations, in administration or any other area of the laboratory, all of us are responsible for the quality of our work and our continuing improvement.

The Laboratory has in place a policy, Policy 10 – Director's Policy Manual, that describes the Laboratory's Quality Assurance program and the duties and responsibilities of each employee of the laboratory. Quality Assurance at Fermilab is an integrated function; that is, it is everyone's responsibility. Where appropriate, Quality professionals direct formal, documented QA/QC programs. For the remainder of the laboratory, each individual is responsible for Quality in all things that they do.

Attached to this memo, you will find a copy of Director's Policy 10. Please review this policy, and make its concepts part of your everyday work life at Fermilab.

1.0 Title

Quality Assurance

2.0 Effective Date

1/1/99

3.0 Scope

This policy addresses the Quality assurance program for the laboratory.

4.0 Applicability

This policy applies to all employees of Fermilab, Users, Visitors, Fermilab contractors and their subcontractors.

5.0 Policy

The Quality Assurance function at Fermilab is based on the peer-review system that is currently in use for all projects at the laboratory. The Division/Section Heads and managers shall assure that Quality issues are addressed as a separate topic with all relevant quality issues addressed. Project meetings and reviews that include a quality issue are those conducted at these levels:

1. Project Manager and/or Division/Section Head Reviews
2. Director's Reviews
3. Department Reviews (Lehman)
4. Any other subordinate project meeting deemed appropriate by the project management staff or the Division/Section Heads

The attainment of a high level of quality in our operations results from the Laboratory's compliance with contractual and regulatory requirements and with each employee adopting and working to good planning habits and "work safe" practices

In the case of modification and construction projects, the responsibility for Quality Assurance is assigned to the appropriate Construction Coordinator or Task Manager. All construction contracts shall include the requirement for a Quality Assurance Plan to be submitted for approval by the laboratory before contract award. The construction coordinator shall assure that all provided goods and services meet all applicable specifications. The coordinator is also responsible to assure that in-process inspection points are defined and that in-process inspections do in fact take place. The resultant documentation shall become a part of the permanent project file.

In the case of time and materials contractors (T&M) the cognizant task manager is responsible for the T&M personnel providing appropriate quality control in their work. The cognizant Division/Section Head shall designate a quality assurance

person (normally the requestor of the work being done or another technically knowledgeable person) to provide quality, financial and change control oversight and support for the task manager. Quality plans are required of each T&M contractor and will be on file in the Procurement office. Deficiencies in Quality Control shall be documented by the appropriate Task Manager and reported to the contract administrator and the quality assurance designee for remedial action as appropriate.

Suspect/Counterfeit

Suspect/Counterfeit items are of concern to the laboratory. It is the responsibility of each employee of the laboratory to assure that suspect/counterfeit items are not used in the laboratory. All personnel should be aware of the possibility of suspect/counterfeit items becoming incorporated into laboratory operations. It is the responsibility of each employee to be aware of the consequences of incorporating suspect/ counterfeit material into the operations of the laboratory. As appropriate for their job duties, all employees shall make themselves aware of the various items that are normally counterfeited. This awareness shall include knowledge of part markings and descriptions. Of particular concern is the use suspect/counterfeit high strength fasteners and switchgear that handles large amounts of power. Use of the proper material in these and other operational areas insures the safest and highest quality operation of the laboratory. The Business Services Section shall assure that all purchased goods meet specifications and requirements and are purchased from suppliers that have demonstrated to the laboratory that they do not sell suspect/counterfeit items.

Division/Section Responsibility

Division/Section Heads are responsible for the implementation of the peer review systems within their organizations through the application of specific procedures. Division/Section Heads shall use a graded approach to the extent commensurate with the financial and scientific risk of projects under consideration. Each Division/Section Head shall ensure that these procedures are developed, implemented and maintained for their organizations.

Continuous Improvement

It is the policy of Fermilab to seek improvement in all operations and activities. The following principles shall apply to all activities and organizations:

1. Personnel shall be trained and have the appropriate experience and qualifications to perform their assigned work.
2. Division/Section management shall establish and maintain appropriate methods for detecting and preventing quality problems and identifying improvement opportunities. Feedback systems shall be provided to ensure that continuous improvement is encouraged at all levels.
3. Documentation shall be developed that describes Fermilab's

organizations, functions, policies, decisions, products, equipment, software, procedures, and essential transactions at a level of detail that is commensurate with the scale, cost, complexity, hazards, and programmatic significance of the work being done.

4. Fermilab management at all levels will maintain an efficient and effective workforce and appropriately utilize personnel skills in the assignment of work responsibility. The Director requires that all personnel at all levels accept responsibility for the quality of their work.
5. Sound engineering/scientific principles and standards shall be incorporated into all designs to ensure that they will perform as intended. Appropriate controls, commensurate with the scale, cost, complexity, hazards, and programmatic significance of the design will be defined.
6. The Director has delegated authority to the Head of the Business Services Section for all procurement matters. The Head of the Business Services Section may re-delegate authority as necessary to accomplish this mission. Negotiation regarding selection of vendors, prices, or any other financial arrangements are to be conducted by (or with the participation of) BSS Purchasing and Contracts personnel. No other person may make commitments on behalf of the laboratory other than persons designated for the use of procards.
7. Inspections and acceptance testing shall be performed to ascertain quality in work associated with fabrication, assembly, construction and procurement. Project management is responsible to specify inspection points and standards. Project management is responsible to ensure that appropriate quality records are maintained and available for audit.
8. Self-assessments shall be performed by each Division/Section in accordance with the Fermilab Self-Assessment Program.